

Friendly Visitor Calls

Currently, we have several staff calling individuals who are receiving Home Delivered Meals the day before (or several days before if they have a Monday delivery) to screen them for COVID19 along with checking on their overall wellness.

At the end of these calls for the next 2 weeks, we can ask the clients the following question, "Would you like to receive a friendly call from one of our Senior Advisory Board Members?" If they respond yes, "Do we have your permission to provide them with your name and phone number?" I will provide staff additional language to explain the purpose of the calls.

We will provide a small list of names (10-15) to each board member who would like to participate. Those names/numbers cannot be forwarded or shared with anyone to protect privacy. There will be a privacy disclaimer on the email sent to the board member.

If during the friendly calls an individual identifies a need to a board member (ie, needs additional groceries, housecleaning, a ride, etc) please contact staff (I will identify a point of contact) with that need. Many of these individuals may have caseworkers or other services in place, or if not, we have resources to provide for them.

My thought is that these calls are non professional and many are only receiving professional contacts at this time. Board members can check on their well being and find topics to discuss. These contacts can happen as many times as determined by the board member as it is possible we find people enjoy a daily call whereas others would want to only have a weekly call.

These calls will not replace what staff is doing, just provide an added connection for our homebound seniors.